



Richard T. Ellis
Director – Federal Affairs

1300 I Street, NW
Suite 400 West
Washington, DC 20005

July 18, 2001

Ms. Magalie Roman Salas
Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Re: Improved TRS Order: CC Docket No. 98-67

Dear Ms. Salas:

Attached is the Verizon Hawaii annual complaint log for our Telecommunications relay Service as required by the Improved TRS Order (Docket No. 98-67).

The Verizon Hawaii Relay Center provided our Telecommunications Relay Services (TRS) complaint information to the Hawaii PUC and that information is reflected in their recent filing. However, because the Hawaii PUC filing included an expectation that Verizon will be filing as well, we are completing the record by filing the attached report which duplicates the information contained in the Hawaii PUC's filing.

If you need further information, please do not hesitate to contact me on 202-515-2534.

Sincerely,

cc: Jenifer Simpson

encl

VERIZON HAWAII COMPLAINT LOG
JUNE 1, 2000 - May 31, 2001

Three reports were registered during the reporting period:

Complaint #1

Date of Complaint:

March 28, 2001

Nature of Complaint:

When dialing 711 to reach the Telecommunications Relay Services' Communications Assistant (CA) it took a long time for the CA to answer the line. According to the customer, he was in queue for 15 minutes.

Date of Resolution of Complaint:

April 2, 2001

Explanation of Resolution:

Verizon Hawaii had the projected number of CA's available but due to customers placing sequential calls and other CAs handling calls lasting for more than 20 minutes, the Company experienced customers holding in queue. The Company adjusted the work schedules to improve the Company's coverage during the highest call volume periods.

Complaint #2

Date of Complaint:

May 16, 2001

Nature of Complaint:

Customer called Speech to Speech (STS) 808 643-0787 and reached a Hawaii Telecommunications Relay Services (TRS) Communications Assistant (CA) operator with no problem. The Verizon Hawaii operator transferred the caller to the contracted STS vendor. He was put on hold for 10 minutes and was subsequently disconnected. The customer redialed and was put on hold again by STS vendor.

Date of Resolution of Complaint:

May 25, 2001

Explanation of Resolution:

The problem was temporary as the vendor was moving their offices that day and advised Verizon Hawaii that they had experienced a few problems of call completion on the day of their move.

Complaint #3

Date of Complaint:

May 16, 2001

Nature of Complaint (describe):

Customer called the 711 number and was unable to make the Communications Assistant (CA) understand what she wanted to do. Out of frustration, the customer hung up.

Date of Resolution of Complaint:

May 25, 2001

Explanation of Resolution:

Verizon Hawaii is working with the Assistive Technology group and United Cerebral Palsy to create a training program for Verizon Hawaii's CAs to better service customers with speech difficulties by learning to understand their speech patterns. The Company expects to have the program completed by fourth quarter 2001.